

<b>FCC Form 481 - Carrier Annual Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<b>&lt;010&gt; Study Area Code</b>	143331
<b>&lt;015&gt; Study Area Name</b>	NORTHLAND TEL. CO-VT
<b>&lt;020&gt; Program Year</b>	2014
<b>&lt;030&gt; Contact Name: Person USAC should contact with questions about this data</b>	Barbara Galardo
<b>&lt;035&gt; Contact Telephone Number: Number of the person identified in data line &lt;030&gt;</b>	207-535-4126
<b>&lt;039&gt; Contact Email Address: Email of the person identified in data line &lt;030&gt;</b>	bgalardo@fairpoint.com

<b>ANNUAL REPORTING FOR ALL CARRIERS</b>	<b>54.313 Completion Required</b>	<b>54.422 Completion Required</b>
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<i>(check box when complete)</i>		
<b>&lt;100&gt; Service Quality Improvement Reporting</b>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>
<b>&lt;200&gt; Outage Reporting (voice)</b>	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
<b>&lt;210&gt;</b>	<input checked="" type="checkbox"/> <-- check box if no outages to report	<input checked="" type="checkbox"/>
<b>&lt;300&gt; Unfulfilled Service Requests (voice)</b>	1	<input checked="" type="checkbox"/>
<b>&lt;310&gt; Detail on Attempts (voice)</b>	143331vt310 <i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>
<b>&lt;320&gt; Unfulfilled Service Requests (broadband)</b>		<input type="checkbox"/>
<b>&lt;330&gt; Detail on Attempts (broadband)</b>	<i>(attach descriptive document)</i>	<input type="checkbox"/>
<b>&lt;400&gt; Number of Complaints per 1,000 customers (voice)</b>		<input checked="" type="checkbox"/>
<b>&lt;410&gt; Fixed</b>	1.4932	<input checked="" type="checkbox"/>
<b>&lt;420&gt; Mobile</b>		<input type="checkbox"/>
<b>&lt;430&gt; Number of Complaints per 1,000 customers (broadband)</b>		<input type="checkbox"/>
<b>&lt;440&gt; Fixed</b>		<input type="checkbox"/>
<b>&lt;450&gt; Mobile</b>		<input type="checkbox"/>
<b>&lt;500&gt; Service Quality Standards &amp; Consumer Protection Rules Compliance</b>	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<b>&lt;510&gt;</b>	143331VT510 <i>(attached descriptive document)</i>	<input checked="" type="checkbox"/>
<b>&lt;600&gt; Functionality in Emergency Situations</b>	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<b>&lt;610&gt;</b>	143331vt610 <i>(attached descriptive document)</i>	<input checked="" type="checkbox"/>
<b>&lt;700&gt; Company Price Offerings (voice)</b>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>
<b>&lt;710&gt; Company Price Offerings (broadband)</b>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>
<b>&lt;800&gt; Operating Companies and Affiliates</b>	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
<b>&lt;900&gt; Tribal Land Offerings (Y/N)?</b>	<input type="radio"/> <input checked="" type="radio"/> <i>(if yes, complete attached worksheet)</i>	<input checked="" type="checkbox"/>
<b>&lt;1000&gt; Voice Services Rate Comparability</b>	<i>(check to indicate certification)</i>	<input type="checkbox"/>
<b>&lt;1010&gt;</b>	<i>(attach descriptive document)</i>	<input type="checkbox"/>
<b>&lt;1100&gt; Terrestrial Backhaul (Y/N)?</b>	<input checked="" type="radio"/> <input type="radio"/> <i>(if not, check to indicate certification)</i>	<input checked="" type="checkbox"/>
<b>&lt;1110&gt;</b>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>
<b>&lt;1200&gt; Terms and Condition for Lifeline Customers</b>	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**  
*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

<b>&lt;2000&gt;</b>	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<b>&lt;2005&gt;</b>	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<b>&lt;3000&gt;</b>	<i>(check to indicate certification)</i>	<input type="checkbox"/>
<b>&lt;3005&gt;</b>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>

<b>(100) Service Quality Improvement Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	143331
<015> Study Area Name	NORTHLAND TEL. CO-VT
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	207-535-4126
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets  
 <114> Report how much universal service (USF) support was received  
 <115> How (USF) was used to improve service quality  
 <116> How (USF) was used to improve service coverage  
 <117> How (USF) was used to improve service capacity  
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.










<b>(900) Tribal Lands Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

\_\_\_\_\_  
Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes,No, NA)

**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

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<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

<b>(1200) Terms and Condition for Lifeline Customers</b> <b>Lifeline</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<1210> Terms & Conditions of Voice Telephony Lifeline Plans 143331vt1210

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Name of attached document (.pdf)

<1220> Link to Public Website HTTP [www.tariffs.net/fairpoint/tier.asp?cid=1644](http://www.tariffs.net/fairpoint/tier.asp?cid=1644)

“Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,
- <1222> Details on the number of minutes provided as part of the plan,
- <1223> Additional charges for toll calls, and rates for each such plan.

<b>(2000) Price Cap Carrier Additional Documentation</b> <b>Data Collection Form</b> <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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**CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.**

<b>Incremental Connect America Phase I reporting</b>		
<2010>	2nd Year Certification {47 CFR § 54.313(b)(1)}	<input type="checkbox"/>
<2011>	3rd Year Certification {47 CFR § 54.313(b)(2)}	<input type="checkbox"/>
<b>Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}</b>		
<2012>	2013 Frozen Support Certification	<input checked="" type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
<b>Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}</b>		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
<b>Connect America Phase II Reporting {47 CFR § 54.313(e)}</b>		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	Name of Attached Document Listing Required Information _____

<b>(3000) Rate Of Return Carrier Additional Documentation</b>	FCC Form 481
<b>Data Collection Form</b>	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

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**CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.**

**Progress Report on 5 Year Plan**

(3010)	Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF , on line 3012,	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3011)	contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.		
(3012)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}		<input type="checkbox"/> (Yes/No)
(3014)	If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		<input type="checkbox"/> (Yes/No)
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	
(3018)	If the response is no on line 3014, Is your company audited?  If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains :		<input type="checkbox"/> (Yes/No)
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		<input type="checkbox"/>
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.  If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input type="checkbox"/>
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	<input type="checkbox"/>

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	NORTHLAND TEL. CO-VT
Signature of Authorized Officer:	CERTIFIED ONLINE <span style="float: right;">Date 10/09/2013</span>
Printed name of Authorized Officer:	Mike Skrivan
Title or position of Authorized Officer:	VP Regulatory
Telephone number of Authorized Officer:	207-535-4150
Study Area Code of Reporting Carrier:	143331 <span style="float: right;">Filing Due Date for this form: 10/15/2013</span>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<b>&lt;035&gt;</b>	Contact Telephone Number - Number of person identified in data line <030>	207-535-4126
<b>&lt;039&gt;</b>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
<p>I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.</p>	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
<small>Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.</small>	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
<p>I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.</p>	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
<small>Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.</small>	

## Attachments

**(800) Operating Companies****Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	FairPoint Vermont Inc.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	FairPoint Vermont Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	(f/k/a FairPoint Communications Solutions Corp., f/k/a FairPoint Communications Corp.)		
	BE Mobile Communications, Incorporated		Bentleyville Long Distance
	Bentleyville Communications Corporation	170145	dba FairPoint Communications
	Berkshire Cable Corp.		
	Berkshire Cellular, Inc.		
	Berkshire New York Access, Inc.		
	Berkshire Telephone Corporation	150073	dba FairPoint Communications
	Big Sandy Telecom, Inc.	462192	dba FairPoint Communications
	Bluestem Telephone Company	411835	dba FairPoint Communications
	C & E Communications, Ltd.		
	Chautauqua & Erie Communications, Inc.		
	Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications
	China Telephone Company	100004	dba FairPoint Communications
	Chouteau Telephone Company	431981	dba FairPoint Communications
	Columbine Telecom Company (f/k/a Columbine Acquisition Corp.)	462204	dba FairPoint Communications
	Columbus Grove Telephone Company	300604	dba FairPoint Communications
	COM Networks, Inc.		
	Comerco, Inc.		
	Community Service Telephone Co.	100015	dba FairPoint Communications
	C-R Communications, Inc.		
	C-R Long Distance, Inc.		
	C-R Telephone Company	341009	dba FairPoint Communications
	El Paso Long Distance Company		

**(800) Operating Companies****Data Collection Form**

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<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	FairPoint Vermont Inc.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	FairPoint Vermont Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Ellensburg Telephone Company	522412	dba FairPoint Communications
	Elltel Long Distance Corp.		
	Enhanced Communications of Northern New England Inc.		
	ExOp of Missouri, Inc.		
	FairPoint Broadband, Inc.		
	FairPoint Business Services LLC		
	FairPoint Carrier Services, Inc.		
	FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
	FairPoint Vermont, Inc.		
	Germantown Independent Telephone Company	300618	dba FairPoint Communications
	Germantown Long Distance Company		
	GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
	GTC, Inc.	210291	(Floral) dba FairPoint Communications
	GTC, Inc.	210329	(Perry) dba FairPoint Communications
	Maine Telephone Company	100025	dba FairPoint Communications
	Marianna and Scenery Hill Telephone Company	170185	dba FairPoint Communications
	Marianna Tel, Inc.		
	MJD Services Corp.		
	MJD Ventures, Inc.		
	Northern New England Telephone Operations LLC - Maine	105111	dba FairPoint Communications
	Northern New England Telephone Operations LLC - New Hampshire	125113	dba FairPoint Communications
	Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications

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<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	FairPoint Vermont Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Odin Telephone Exchange, Inc.	341065	dba FairPoint Communications
	Orwell Communications, Inc.		
	Orwell Telephone Company	300649	dba FairPoint Communications
	Peoples Mutual Long Distance Company		
	Peoples Mutual Telephone Company	190244	dba FairPoint Communications
	Quality One Technologies, Inc.		
	Ravenswood Communications, Inc.		
	Sidney Telephone Company	103313	dba FairPoint Communications
	ST Enterprises, Ltd.		
	ST Long Distance, Inc.		
	St. Joe Communications, Inc.	210339	dba FairPoint Communications
	Standish Telephone Company	100025	dba FairPoint Communications
	Sunflower Telephone Company, Inc.	461835	dba FairPoint Communications
	Taconic Technology Corp.		
	Taconic TelCom Corp.		
	Taconic Telephone Corp.	150084	dba FairPoint Communications
	Telephone Operating Company of Vermont LLC	145115	dba FairPoint Communications
	The El Paso Telephone Company	341004	dba FairPoint Communications
	UI Long Distance, Inc.		Northland Long Distance
	Unite Communications Systems, Inc.		
	Utilities, Inc.		
	YCOM Networks Inc.	522453	dba FairPoint Communications

**FairPoint Vermont, Inc.**  
**Vermont**  
**143331**

**Service Quality Reporting/Consumer Protection Rules Compliance:**

FairPoint Vermont, Inc. hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Vermont Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."<sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."<sup>3</sup>

Telephone Operating Company of Vermont LLC and FairPoint Vermont, Inc. collectively d/b/a/FairPoint Communications report on the service quality performance areas as established in the Final Order in Docket No. 5903, dated July 2, 1999. The Performance Areas are (a) Network Trouble Report Rate; (b) Percentage of Troubles Cleared Within 24 Hours Residence and Business - Out of Service; (c) Call Answer Time - Residence; (d) Installation Appointments Met - Residence; (e) Installation Appointments Met-Business; (f) Average Delay Days for Missed Appointments - Company Reasons - Residence; (g) Average Delay Days for Missed Appointments - Company Reasons - Business; (h) Network Reliability 1) Service outage: # of events 2) Interoffice facility failure: # of events 3) Signaling system failure: # of events; and (i) Special Services 1) On-time provisioning 2) Mean time to repair.

Each Performance Area has Baseline Standards and Action Level Report triggers. If a provider triggers the Action Level Report in any quarter or in any 5 or more months in a calendar year, the provider must provide the Board with a full explanation for the failure in addition to a plan and timetable for correcting the problem giving rise to the failure. Any penalty assessed for failure to meet the Baseline Standards as described above are assessed in accordance with 30 V.S.A. § 30.

FairPoint Vermont, Inc. has not missed a Baseline Standard or triggered an Action Level for several years or to date in 2013. Telephone Operating Company of Vermont LLC recently transitioned to service

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<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

<sup>2</sup> *Id.* at para. 28.

quality reporting from an individualized service quality plan to the Vermont ILECs' service quality plan under Docket No. 5903, referenced above. It triggered the Action Level Report for its quarterly performance in "Percentage of Troubles Cleared within 24 Hours Residence and Business - Out of Service" in its first reporting under this plan. All other baseline standards were met.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at [consumer@fairpoint.com](mailto:consumer@fairpoint.com). The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

FairPoint Vermont, Inc. provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The Catalog pages outlining the terms of the Lifeline Program in FairPoint Vermont, Inc. are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>.

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LOCAL EXCHANGE SERVICE

2. Reserved for Future Use

3. Lifeline Telephone Service

- A. Residential customers that qualify for Lifeline telephone rates, as established by the Public Service Board per 30 V.S.A. § 218 (c), will have a reduction equal to 50% off the basic monthly service charge, provided that in no event the amount of the monthly credit exceeds the monthly basic service charge and provided further that in no event shall the amount of the monthly credit be less than the amount of the monthly credit in effect (\$7.00).
- B. Eligible customers receiving the Lifeline credit will not be charged the End User Common Line Charge (EUCL), as per FairPoint Tariff FCC No. 2.
- C. This service is restricted to residential subscribers. To qualify for Lifeline service rates, a subscriber must be deemed eligible by the Vermont Agency of Human Services. The Vermont Agency of Human Services will determine eligibility in accordance with existing income based programs and will provide the telephone company with a list of the telephone numbers of eligible participants within each local exchange. The list will be updated monthly and reconciled quarterly. Seasonal customers are non-eligible for Lifeline Service.
- D. A Lifeline service customer may voluntarily choose to block toll calls and access to interexchange carriers. Blocking is provided to a Lifeline customer without charge.
- E. When an eligible customer with BLES local service that receives the Lifeline credit becomes delinquent in their payment, including toll charges, the Telephone Company shall place a mandatory toll block on the customer's line without charge; and a payment agreement negotiated to reduce the delinquent balance. When the balance of the agreement is satisfied, the customer has the option to remove or maintain the toll block without charge. Non-BLES Lifeline customers may be disconnected for non-payment of toll service.

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LOCAL EXCHANGE SERVICE

3. Lifeline Telephone Service (Cont'd)

- F. Customers eligible for Lifeline credit shall not be charged a deposit to initiate service provided the customer voluntarily elects to receive toll blocking. A Lifeline customer who refuses toll blocking may be charged a deposit to initiate service.
- G. Proof of eligibility for the Lifeline rate is provided to the Company by the Vermont Agency of Human Services. All questions of eligibility should be directed to the Vermont Agency of Human Services.
- H. The Company will reconcile quarterly the list of eligible telephone numbers within each local exchange. If a subscriber is identified as being ineligible, Lifeline rate treatment will be discontinued. The Company will not be held liable for errors in the identification of eligible customers. It's liability will be limited to reasonable and prudent handling of the information provided by Vermont Agency of Human Services.
- I. Effective April 1, 2012, Lifeline customers will no longer receive federal assistance known as Link-Up toward installation of their network access line.

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GENERAL SERVICES

14. Screened One Party Service (Cont'd)

D. Toll Restriction Service (Cont'd)

2. Rates and Charges (Cont'd)

- C. If a customer has a scheduled payment arrangement which is agreed to by both the Company and the customer to collect a past due balance, the Company may at its discretion waive the service charges and monthly rates when the service is added as a means of controlling the customer's bill.
- D. For any customer that qualifies under the Lifeline Assistance Program the Company will waive the service charge and monthly rates for Toll Restriction Service.

15. Seasonal Service and Vacation Rates

A. General

- 1. Exchange service may be temporarily suspended and the customers listing retained in the directory. The service is provided to residence and business customers in all the Company's exchanges whose requirements for telephone service are less than that which might normally be provided in a calendar year.

B. Conditions

- 1. Temporary suspension of service will be furnished under the following conditions:
  - A. Service is available to all grades of residential and business service.
  - B. At least one month's full rental shall be paid for service prior to establishment of the temporary suspension.
  - C. Service may be temporarily suspended for a minimum of 30 days and a maximum of 180 days.
  - D. The reduced rate for the temporary suspension of service may become effective only on a regular billing date and will apply to full monthly billing periods only and not to any portion thereof (except in case of a final bill).

FairPoint Vermont, Inc  
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For the period January 1, 2012 through December 31, 2012, FairPoint Vermont, Inc. (SAC #143331) had one (1) unfulfilled voice order. The order was completed in 1st quarter of 2013.



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Barney Boynton  
Director, Operational Risk

## Business Continuity Plan Overview

### Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

### BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



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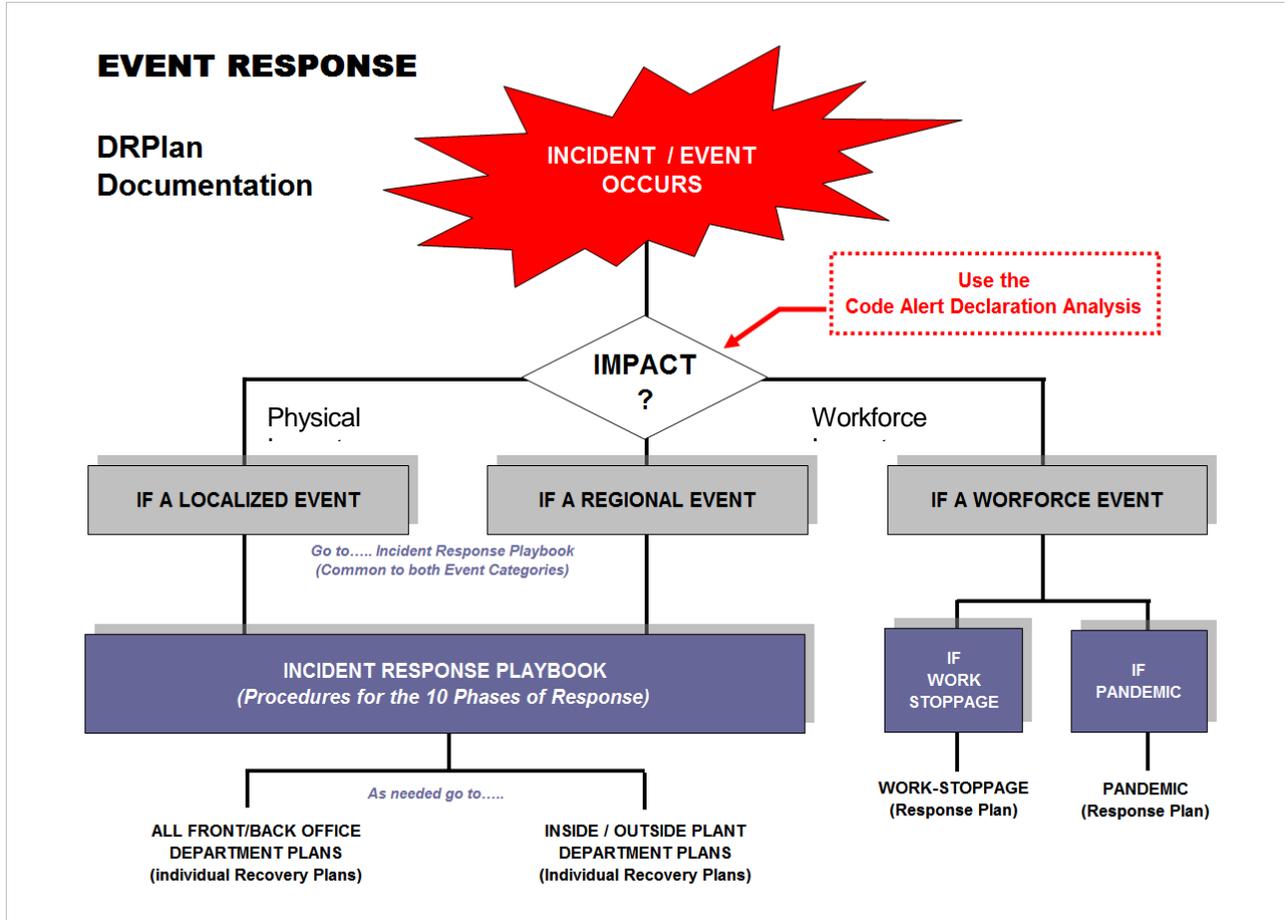
## **BCP Structure**

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



### Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



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addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

### **Plan Maintenance and Exercising**

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.